

Technical Service Bulletin



91 Poor call quality, voice activated commands not recognized

91 14 61 2033032/2 September 11, 2014. Supersedes Technical Service Bulletin Group 91 number 13-76 dated February 22, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A8	2011 - 2013	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Production Solution</i> (Better description of system behavior)
1	2/22/2013	Initial publication

Call quality using the hands-free function is poor. Additionally, voice-activated functions may be restricted. The call recipient may claim:

- The driver sounds muffled.
- The voice of the driver is quiet.
- The driver's voice is accompanied by background interference.
- Voice-activated commands are not recognized.

Technical Background

Various malfunctions can result from the normal airflow out of the center instrument panel vents that are directed upward at the microphones in the roof module, and can limit microphone sensitivity.

Production Solution

New software for the air conditioning/heating control unit is implemented. This update will reduce airflow from the center vents while the voice control system is in use, but it *will not* adjust the airflow direction from these vents during phone calls in which the hands-free function is in use. In spite of this reduced airflow when using the hands-free telephone operation, the center outlets must not be pointed upward toward the roof module or interference in the call will occur.

Service

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the Climatronic control module, J255 (08), using the SVM action code as listed in the table below, if necessary.

Model	Control Unit	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Action Code
A8	08 – Front Climate Control	4H0820043E	72	Not Applicable	Not Applicable	No Update Available
	08 – Front Climate Control	4H0820043G	*	4H0820043G	130	08A013
	08 – Front Climate Control	4H0820043H	*	4H0820043H	130	
A8	28 – Rear Climate Control	4H0919158C	*	4H0919158C	121	
	28 – Rear Climate Control	4H0919158D	*	4H0919158D	121	
	28 – Rear Climate Control	4H0919158E	*	4H0919158E	121	

3. After the update is complete, continue with the test plan by setting adaptation channel 13. Select “Store blower setting with terminal 15 off manually”. Select the setting “Do not store”.
4. Please instruct the customer that when using the hands-free telephone operation that the center outlets must not be pointed upward toward the roof module or interference in the call will occur.

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Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	8704		
Damage Code:	0039		
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (50 TU Max)
	Road test prior to service procedure	0121 0002	10 TU
	Road test after service procedure	0121 0004	10 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB #2033032/2		

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

Additional Information

The following Technical Service Bulletin will be necessary to complete this procedure:

- TSB 2011732 *00 Software Version Management (SVM), operating instructions*.

All part and service references provided in this TSB (2033032) are subject to change and/or removal. Always check with your Parts Dept. and service manuals for the latest information.